

Management response form

Audit Wales use only	
Audited body	Monmouthshire County Council
Audit name	Arrangements for commissioning services
Issue date	02/10/2025

Ref	Recommendation	Commentary on planned actions	Completion date for planned actions	Responsible officer (title)	Audit Wales only
R1	<p>Establish consistent commissioning arrangements.</p> <p>We found that the Council does not have arrangements in place to ensure that it consistently secures value for money when commissioning services. To address this the Council should put into place arrangements to ensure that it consistently:</p> <ul style="list-style-type: none">• has a clear rationale for commissioning services;	<p>The council has a largely devolved model for commissioning, with arrangements and responsibility embedded within service areas who commission services. These include arrangements that have guided the commissioning process within the three tracer areas sampled.</p> <p>The council recognises the importance of acting on the recommendations of the review to enhance our corporate oversight arrangements for commissioning services.</p>			

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	<ul style="list-style-type: none"> • plans over an appropriate timescale when commissioning services; • considers the wider impacts its commissioned services could have; • works with the right people and partners to design and deliver its commissioned services; • evaluates the value for money of its commissioning arrangements; • shares any lessons learned across the organisation and with external partners where appropriate. 	<p>To address this recommendation the council will undertake the following actions:</p> <p>To work with partners, within the Council's collaboration with Ardal, to explore an opportunity to develop an authority wide commissioning framework and approach. This will apply the points identified in this recommendation and will aim to support consistency across the organisation and strengthen the oversight of commissioning arrangements.</p> <p>To develop the framework, existing processes will be reviewed and shared across the Ardal partners to determine best practice and recommendations going forward. This will improve clarity for</p>	April 2026	<p>Head of Strategic Change, Partnerships and Procurement</p> <p>Strategic Procurement Lead</p>	

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		officers undertaking commissioning across the organisation.			
R2	<p>Embed arrangements across the Council.</p> <p>To ensure that all service areas implement the arrangements recommended above, once these arrangements have been put in place the Council should:</p> <ul style="list-style-type: none"> • clearly set out its expectations and guidance for commissioning services; • communicate its expectations across service areas; and • monitor the extent to which these arrangements are implemented. 	<p>Following the development of the commissioning framework, the associated arrangements to deliver it will be set out, embedded and expectation communicated to all service areas.</p> <p>Arrangements to monitor the extent to which these arrangements are implemented, in line with the recommendations, will be developed and set out within the commissioning framework.</p>	March 2027	<p>Head of Strategic Change, Partnerships and Procurement</p> <p>Strategic Procurement Lead</p>	